



10-03-05

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PTO/SB/21 (09-04)

**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

11

Application Number

09/660,785

Filing Date

September 13, 2000

First Named Inventor

Hansen, Benjamin E. et al.

Art Unit

2645

Examiner Name

Roland G. Foster

Attorney Docket Number

20366-069210

ENCLOSURES (Check all that apply)

Fee Transmittal Form



Fee Attached



Amendment/Reply



After Final



Affidavits/declaration(s)



Extension of Time Request



Express Abandonment Request



Information Disclosure Statement



Drawing(s)



Licensing-related Papers



Petition

Petition to Convert to a
Provisional ApplicationPower of Attorney, Revocation
Change of Correspondence Address

Terminal Disclaimer



Request for Refund



CD, Number of CD(s) _____



Landscape Table on CD



After Allowance Communication to TC

Appeal Communication to Board
of Appeals and InterferencesAppeal Communication to TC
(Appeal Notice, Brief, Reply Brief)

Proprietary Information



Status Letter

Other Enclosure(s) (please identify
below):

Return Postcard

Certified Copy of Priority
Document(s)Reply to Missing Parts/ Incomplete
ApplicationReply to Missing Parts
under 37 CFR 1.52 or 1.53

Remarks

The Commissioner is authorized to charge any additional fees to Deposit
Account 20-1430.No fee transmittal is attached as this Amendment is being timely filed with 23 total claims
having previously paid for 29 total claims and 3 independent claims having previously paid
for 4 independent claims.**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm Name

Townsend and Townsend and Crew LLP

Signature

Printed name

William J. Daley

Date

September 29, 2005

Reg. No.

52,471

CERTIFICATE OF TRANSMISSION/MAILING

Express Mail Label: EV 720987162 US

I hereby certify that this correspondence is being deposited with the United States Postal Service with "Express Mail Post Office to Address"
service under 37 CFR 1.10 on this date September 29, 2005 and is addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box
1450, Alexandria, VA 22313-1450 on the date shown below.

Signature

Typed or printed name

Sara B. McPeak

Date

September 29, 2005



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Date of Deposit: September 29, 2005

PATENT

Attorney Docket No.: 20366-069210

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Address" service under 37 CFR 1.10 on the date indicated above and is addressed to:

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

By: Sara B. McPeak

Sara B. McPeak

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

Amendment

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed July 1, 2005, please enter the following amendment and remarks:

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.